Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	Medium	FCR Total
Human Resource Management	91 48	1 0	92 48
Customer Company Total	91 48	1 0	92 48

Human Resource Management

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	Medium	MIR Total
Human Resource Management	91 11	1 0	92 11
Customer Company Total	91 11	1 0	92 11

Human Resource Management

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	Low	Medium	ATTIR Total
Human Resource Management	91 9.88	1 0.71	92 9.78
Customer Company Total	91 9.88	1 0.71	92 9.78

Human Resource Management

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
Customer Company	**Low**	**Medium**	**MR Total**
Human Resource Management	91 7	1 0	92 7
Customer Company Total	91 7	1 0	92 7

Human Resource Management

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	Low	Medium	ATTR Total
Human Resource Management	91 12.49	1 3.04	92 12.38
Customer Company Total	**91** **12.49**	**1** **3.04**	**92** **12.38**

Human Resource Management

Detail

INC000000207362	Jamie Nagle	Application	Error	Employee Gateway		TIR Missed: Yes	TIR:	869.18
	Tech Support	Bill Brandon	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	869.18
INC000000268877	Billie King	Network	None	Novell Client for 32-bit Windows		TIR Missed: Yes	TIR:	1.84
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	37.78
INC000000269006	Letty Debenham	Application	Error	Microsoft Excel		TIR Missed: No	TIR:	0.04
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	26.50
INC000000270576	Rick Hughes	Application	Reporting	None		TIR Missed: Yes	TIR:	5.30
	Capitol Desktop Support	Cindy Hardman	Human Resource Management	Low	Resolved	TTR Missed: Yes	TTR:	123.16
INC000000270956	Terry Haywood	Application	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000271956	Rachel Dodge	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.38
	Voice Operations	Annette Nielsen	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.44
INC000000272115	Letty Debenham	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	TIR:	3.32
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	3.32
INC000000272379	Gaye Betts	Wireless Connectivity	Error	None		TIR Missed: No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.10
INC000000272726	Cassandra Opheikens	None	None	None		TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Dusty Serr	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000272794	Rosanne Ricks	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000272795	Rosanne Ricks	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.81
INC000000272796	Rosanne Ricks	Network	Incident	Novell ConsoleOne		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.82
INC000000273123	Dana Powers	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.18
	Metro B Desktop Support	Steve McCann	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	7.01
INC000000273588	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000273601	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000273606	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.03

Human Resource Management

INC000000274151	Gary Schow	Application	Error	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000274220	Cindy Bane	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support		Steve McCann	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR:	6.34
INC000000274261	Dan Brentel	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Help Desk		Eileen Dubach	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000274321	Sarah Tice	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.83
Application Services		Tony Larsen	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.96
INC000000274494	Rick Hughes	Application	Error	Utah Performance Management		TIR Missed: Yes	TIR:	1.11
Capitol Hosting		Joe Benson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	3.91
INC000000274704	Enid Bourgeois	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.05
Voice Operations		Annette Nielsen	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.09
INC000000274897	Lyndrea Wheeler	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	TIR:	0.00
Rural Central Desktop Support		Rod Montoya	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000274989	Trina Monroe	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.29
Rural South Desktop Support		Scott Jesienouski	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.33
INC000000275146	Sherry Saracino	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000275469	April Nicholls	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.17
Help Desk		Sarah Johnson	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.32
INC000000275838	Carol Starks	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR:	3.67
Metro D Desktop Support		Paul Gedge	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	5.14
INC000000275875	Jamie Boyle	None	None	None		TIR Missed: No	TIR:	0.00
Metro D Help Desk		Jed Patrick	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000276512	Marian Capito	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.33
Metro D Help Desk		Dusty Serr	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.34
INC000000276829	Sherry Saracino	Application	Password	Novell GroupWise		TIR Missed: No	TIR:	0.00
Help Desk		Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.13
INC000000277523	Kim Diamond-Smith	None	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000277543	Michelle Matsuura	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.14
Metro B Help Desk		Ron LeBaron	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.65
INC000000277614	Rosanne Ricks	Application	Error	Citrix ICA Client		TIR Missed: No	TIR:	0.00
Metro B Help Desk		Ron LeBaron	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.08

Human Resource Management

INC000000277794	Sherry Saracino	Application	Password	Novell GroupWise	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000278505	Kim Diamond-Smith	Application	Error	PDF Complete	TIR Missed: No	TIR:	0.07
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000278656	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000278661	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.02
INC000000278668	Sandra Johnston	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000278936	Crystal Ludwig	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.11
	Metro B Desktop Support	Austin Farey	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	5.68
INC000000280032	Anita Quibell	Print/Copy/Scan/Fax	None	None	TIR Missed: No	TIR:	0.68
	Metro C Desktop Support	Cliff Jensen	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	1.25
INC000000280336	Angela Abbott	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280435	Linda Trujillo	Application	Error	Symantec AntiVirus	TIR Missed: No	TIR:	0.71
	Metro D Desktop Support	Michael Schmidt	Human Resource Management	Medium	Resolved	TTR Missed: No	TTR:	3.04
INC000000280583	Sherry Saracino	Network	None	None	TIR Missed: No	TIR:	0.00
	Help Desk	James Stearns	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280935	Dave Gardner	None	None	None	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Robert Case	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000280951	Michelle Matsuura	Application	Reporting	None	TIR Missed: No	TIR:	0.04
	Metro B Desktop Support	Cindy Reed	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.06
INC000000281149	Michelle Campbell	Application	Reporting	None	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Liz Evans	Human Resource Management	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000281754	Michelle Campbell	None	None	None	TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Robert Wall	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000282066	Patricia Barrett	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Ed Conrad	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.01
INC000000282089	Enid Bourgeois	Telecom	Voice Mail	Telephone	TIR Missed: No	TIR:	0.18
	Voice Operations	Annette Nielsen	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.18
INC000000282319	Angela Abbott	None	None	None	TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Scott Wunderlich	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00

Human Resource Management

INC000000282453	Colette Hudson	Network	Virus	None			TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000282466	Colette Hudson	Application	Error	Novell GroupWise 32-bit Windo			TIR Missed:	No	TIR:	0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000282856	Ann Galvan	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	TIR:	0.07
	Metro C Desktop Support	Cliff Jensen	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	1.04
INC000000282943	Mike Tribe	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000283047	Ann Galvan	Print/Copy/Scan/Fax	None	None			TIR Missed:	No	TIR:	0.84
	Metro C Desktop Support	Cliff Jensen	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	2.07
INC000000283773	Rick Hughes	Application	Reporting	Novell GroupWise			TIR Missed:	Yes	TIR:	2.42
	Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	3.05
INC000000284320	Tina Sweet	EIS Hardware	PC/Laptop	None			TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Brent Wishart	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000284476	Sherry Saracino	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.18
INC000000284486	Linda Barrow	PC/Laptop	Performance	None			TIR Missed:	No	TIR:	0.00
	Metro D North Desktop Support	Lori Hartzell	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	2.21
INC000000284504	Tina Sweet	Application	Error	PGP			TIR Missed:	Yes	TIR:	1.04
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved		TTR Missed:	Yes	TTR:	6.11
INC000000285377	Cleo Bird	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000285437	Bart Olsen	Network	Error	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.48
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	4.46
INC000000285622	Michelle Watts	Application	Error	Novell GroupWise			TIR Missed:	No	TIR:	0.89
	Metro D Help Desk	Jed Patrick	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.89
INC000000285700	Letty Debenham	Network	Incident	None			TIR Missed:	Yes	TIR:	1.12
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	1.75
INC000000285757	Judy Christensen	Network	None	None			TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000285852	Terry Haywood	Application	None	None			TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Cindy Romrell	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000285923	Terry Haywood	Application	Error	None			TIR Missed:	No	TIR:	0.00
	Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved		TTR Missed:	No	TTR:	0.00

Human Resource Management

INC000000286068	Lyndrea Wheeler	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.01
Rural Central Desktop Support	Rod Montoya	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.01
INC000000286125	Jamie Boyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000286129	Jamie Boyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.03
INC000000286376	Natalie Gearheart	None	None	None	TIR Missed:	Yes	TIR:	1.30
Capitol Hosting	Conn Peterson	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	1.30
INC000000286550	Dave Gardner	Network	Incident	None	TIR Missed:	No	TIR:	0.41
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.50
INC000000286881	Shannon Casias	Application	Reporting	Novell GroupWise	TIR Missed:	No	TIR:	0.24
Application Services	Martin Gonzalez	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	3.30
INC000000286885	Angela Abbott	Application	Error	Utah Performance Management	TIR Missed:	Yes	TIR:	2.17
Application Development	Casey Wardle	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	2.95
INC000000287242	Natalie Gearheart	Network	Password	Novell GroupWise 32-bit Window	TIR Missed:	No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000287659	Judy Christensen	Network	None	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Reed Stohel	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000288218	Kaye Crawford	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.13
Metro B Desktop Support	Steve McCann	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	5.90
INC000000288606	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000288610	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000288612	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.02
INC000000288663	Terry Haywood	PC/Laptop	Hardware	None	TIR Missed:	No	TIR:	0.00
Metro C Help Desk	Torrens Arnold	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000288699	Carol Starks	Telecom	None	None	TIR Missed:	No	TIR:	0.00
Help Desk	Brenda Treadway	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000288748	Anita Quibell	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	TIR:	0.03
Metro C Desktop Support	Ken Knobel	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	2.69
INC000000288853	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed:	No	TTR:	0.02

Human Resource Management

INC000000288861	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.05
INC000000288864	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000288870	Jeri Lea Buckley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000288876	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000288889	Lyndrea Wheeler	Application	None	Microsoft Windows XP Professio	TIR Missed: No	TIR:	0.00
	Rural Central Desktop Support	Paul Petersen	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.85
INC000000288903	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.02
INC000000288907	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.03
INC000000288909	Carrie Stevenson	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	TIR:	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Resource Management	Low	Resolved	TTR Missed: No	TTR:	0.02